

**Informatics**

# **Monthly Operating Letter**

City of Westfield



**June  
2012**

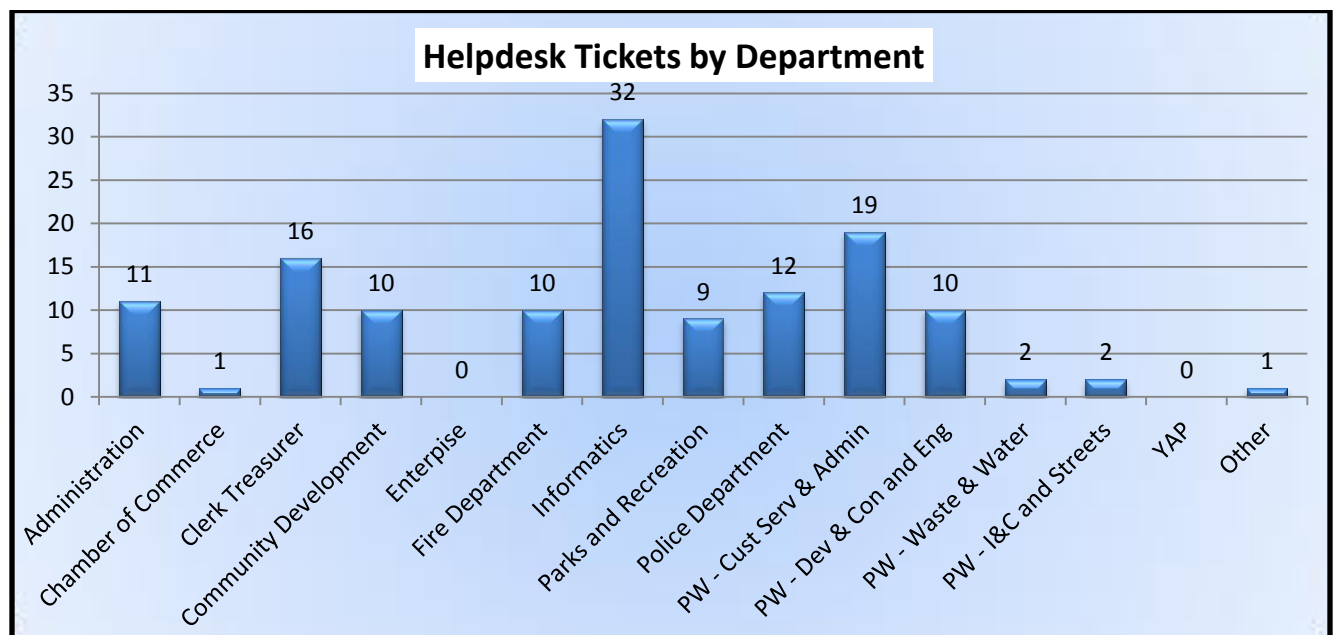
## HIGHLIGHTS:

- Distribution of monthly Informatics Bulletin
- New multimedia system for the Mayor's conference room purchased
- Processing new cell phone upgrades for Police and Fire departments
- Started the process of implementing new Firewall at our Light Bound location

## Technical Services

### Helpdesk

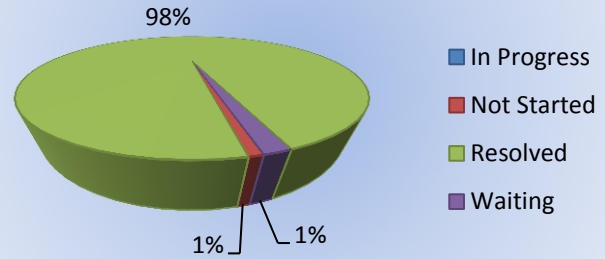
- End of the month Helpdesk:
  - Ticket Carryover: 1 of 3 work orders Resolved
  - 134 tickets created in June
  - Resolved: 132
  - In Progress: 0
  - Not Started: 1
  - Waiting on Manufacturer/Supplier/Requestor: 2
  - Invalid/Duplicate: 0



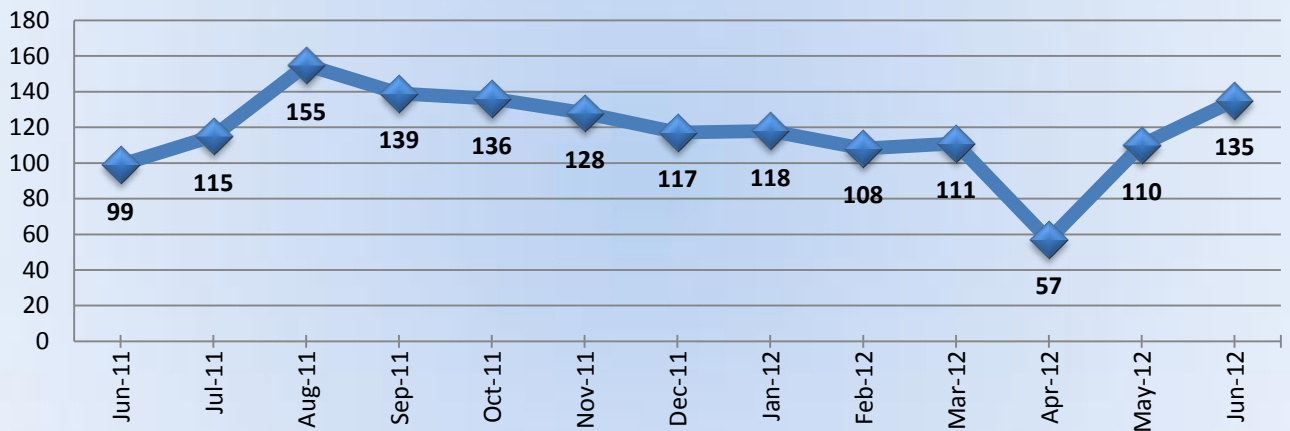
### Top Helpdesk Users

- |                   |                    |
|-------------------|--------------------|
| 1. Leane Kmetz    | 6. Jennifer Miller |
| 2. Kurt Wanninger | 7. Pat Leuteritz   |
| 3. Neil VanTrees  | 8. Samuel Rivard   |
| 4. Sarah Reed     | 9. Alisa Kam       |
| 5. Melody Jones   | 10. Anne Cotham    |

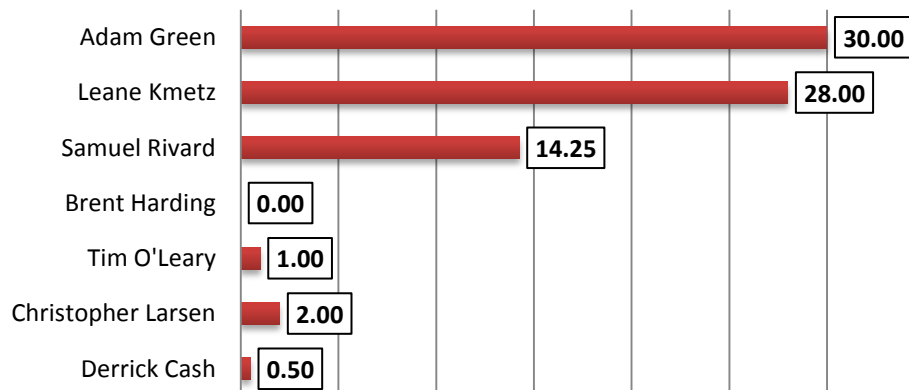
### Feb Helpdesk Status



### Open Ticket Totals Over a Year



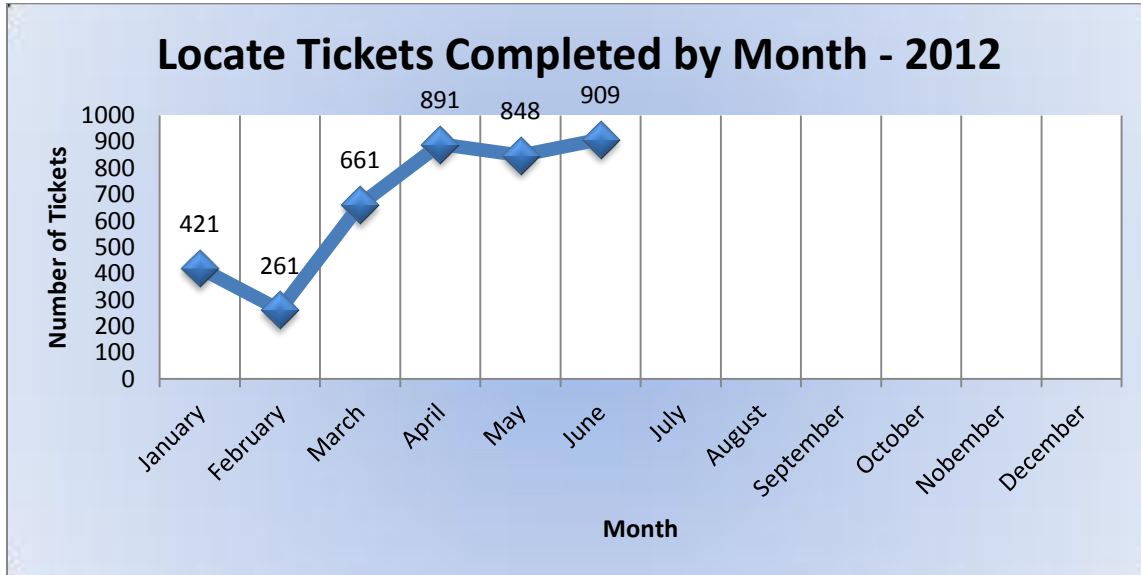
### Hours on HelpDesk Tickets



## Field and GIS Services

- **Field Services**

- o Tim located 909 tickets and processed 65 GPS Points



## Highlights

**Volunteerism:** 4 hours of volunteer work completed.

- Leane spent 2 hours with Cassandra has a YAP mentor
- Christopher attended a board meeting for Creating Mobility

**Training:** 12 hours of training completed.

- Leane also was taking 6340 GIS Customization classes